

WEST BERKSHIRE MUSEUM VOLUNTEER ROLE DESCRIPTION AND PERSON SPECIFICATION

Volunteer Visitor Assistant

As the first person visitors see, you will be the public face of the museum. Your job is to make our visitors feel welcome and make their visit run as smoothly as possible.

You will be asked to carry out a variety of tasks including:

- Staffing the Welcome desk giving visitors directions and answering general enquiries
- Responding to the individual needs of visitors who have particular access requirements such as advising on the use of the lift or audio loop
- Making sales from the museum shop using a till
- Assisting in the running of the refreshment point making teas and coffees, clearing tables etc
- Monitoring galleries to ensure tidiness and security while encouraging visitors to have a go at the activities offered
- Assisting in the running of public events and activities at the museum such as open days

Skills necessary

You should be:

- Happy working with members of the public of all ages
- Enthusiastic about museums and their ability to be a happy place
- Comfortable talking to different kinds of people
- Able to deal politely and calmly with difficult customers
- Willing to undertake customer care or other training.

WHAT WILL YOU GET?

- Appropriate training
- Appropriate equipment and PPE for the job
- To work as part of a friendly team
- Skills and experience for your CV

Please note: We carry out criminal record checks on all volunteers.

When? During museum opening hours (Wednesday – Sunday and Bank Holidays)

Where? West Berkshire Museum

For further information please contact;

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